



## COVID-19 Update: Employee Travel/Meetings

Based on the current status of COVID-19, the City has made the following decisions with regard to employee travel and meetings until further notice:

### BUSINESS TRAVEL

The City Manager's Office has directed all business travel be suspended effectively immediately and for the remainder of the fiscal year. Department Directors have been advised if they have a unique situation whereby business travel is needed, approval is required from the department's ACM/DCM.

### PERSONAL TRAVEL

Employees who have personal travel plans should continue to report that information as previously directed to Employee Relations Consultant Mark McLemore in Human Resource Development at 433-1631 or [mmclemore@ci.fay.nc.us](mailto:mmclemore@ci.fay.nc.us).

Employees choosing to travel to the following states, or certain airports in these states, will be required to self-quarantine for 14 calendar days following their return:

- California
- New York
- Washington

Employees choosing to travel out-of-country will also be subject to the required self-quarantine. The City will continue to revisit the travel situation and determine what adjustments may be required.

### MEETINGS:

The City wants to take extra precautions and minimize settings in which groups of people are required to meet. Departments should review scheduled meetings/interviews and determine whether these can be canceled or conducted through Skype, conference call, etc.

### TELEWORKING:

Employees who have the ability to work remotely from home should ensure their remote connections are working properly in the event teleworking is needed and/or required. The Information Technology department will be sending information in the near future reminding employees how to connect remotely.

### LIBERAL LEAVE:

In weather/emergency events, the City can adopt a liberal leave policy. As the COVID-19 situation continues to be monitored, the City Manager will make a determination as to whether a liberal leave policy is in effect.

## City ramps up cleaning efforts to mitigate spread of COVID-19

Consistent with Cumberland County's guidance and out of an abundance of caution, we have taken measures to mitigate possible COVID-19 contamination.

"We are actively monitoring the situation and remain in constant contact with Cumberland County's Department of Public Health," said City Manager Doug Hewett. "We will adjust our daily routines and mitigation measures as needed to help keep employees and citizens safe."

In light of the recent spread of COVID-19, we have taken preventative measures to mitigate the passing of germs from employees and citizens:

- **Transit.** We routinely clean our buses at the end of each day, which includes sweeping and mopping bus floors, and using a disinfectant to wipe down seats, hand rails, grab rails, fare boxes, steering wheels, doors and windows.
- **Airport.** We routinely clean the airport each day, from bathrooms, to the baggage claim area, to the terminals. Routine cleaning includes mopping with a disinfectant and as an added measure we are wiping down all seats, tables and other surface areas with disinfectant.
- **City Hall.** We routinely clean city hall each day. As an added measure of precaution we performed a "deep clean" of City Hall with extra sanitizing measures, to include wiping down all seats, tables and surface areas with a disinfectant.
- **Bathroom improvements.** We have installed, or are in the process of installing, hands-free faucets and self-flushing toilets and urinals at all city facilities.

For the latest COVID-19 Information  
as it relates to the City

[FayettevilleNC.gov/covid19](https://www.fayettevillenc.gov/covid19)



We encourage citizens to monitor our website, social media channels and FayTV for updates on city programs and services. We also encourage the public to seek information from credible sources including the Cumberland County Health Department's COVID-19 webpage at [co.cumberland.nc.us/covid19](https://co.cumberland.nc.us/covid19), the NC DHHS website at [ncdhhs.gov](https://ncdhhs.gov), and the CDC website at [CDC.gov](https://www.cdc.gov).



## Traffic Services Division Project Updates

### Owen Drive Sidewalk

City Traffic Engineer Lee Jernigan says crews are nearing completion on 1.9 miles of sidewalk at Owen Drive near Walter Reed Road. The project began in Fall 2019 and Jernigan says it should be finished by the end of this month.



### Pedestrian Traffic Signals

An upgrade is coming soon for pedestrian traffic signals at Village Drive and Fordham Drive. Crews will begin work when they receive the requested materials, which should be delivered within the next 30 days. This is a Capital Improvement Project that was part of the pedestrian plan released in May 2018.

### Traffic Signals System

Testing is underway on an enhanced computerized traffic signals system. It connects nearly 300 traffic signals but, the system must run with no problems for 60 consecutive days before it's approved for permanent use. City Traffic Engineer Lee Jernigan says the upgrade will be helpful because traffic employees won't have to visit a signal to get important data, instead they can review issues from the traffic control center. Workers can also input timing plans and the computer will use those to change traffic patterns if needed throughout the day.



## Public Services Updates

### New Street Sweeper

Here's a look at the city's newest street sweeper. Superintendent of Streets **Cal Pettiford** says it will soon hit the roads.



### City's Newest Garbage Truck

Assistant Public Services Director **Daniel Edwards** shared this photo of the city's newest garbage truck.

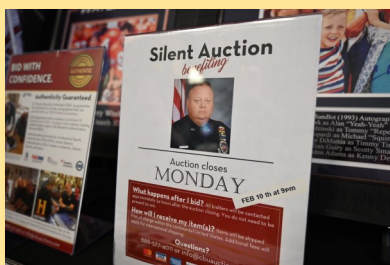
### New Solid Waste Manager

**David Thompson** is the city's new Solid Waste Manager. He last lived in Chesapeake, Virginia. Thompson is familiar with North Carolina as he worked in Rocky Mount and Nash County. He also spent time in Raeford during his childhood. Thompson took a break from waste management and worked for a commercial food company for a while. Thompson says he longed to get back into government services and now he's excited about this opportunity.



## Fundraiser for Detective Patrick Gaines

A fundraiser for Fayetteville Police Detective **Patrick Gaines** was held February 10, 2020 at Rustic Burger on Hope Mills Road. Gaines is battling stage five kidney disease. Autographed items were up for auction at the event. At last check, \$6,340 was raised toward Gaines' medical expenses. The Fayetteville Police Facebook page said there was a huge turnout at the fundraiser. Officers say they glad to be a part of contributing to helping a fellow officer in need.



## Information Technology News: Security Awareness



### Security Awareness Training

Beginning in March, all employees will be required to complete a 15-minute Security Awareness Training course. This course takes employees through real-world scenarios showing strategies and techniques hackers use to take control of an organization. Instructor Kevin Mitnick will take employees behind the scenes to see how the bad guys do what they do. Employees will learn about seven areas of an email that can alert them to a possible attack.

### Most Recent Phishing Campaign

In mid-December, 2019, the Information Technology (IT) Department conducted an organization-wide phishing campaign to test the user awareness of all City employees. This phishing campaign was the second organization-wide campaign IT conducted to see how well employees would do 90 days after the initial phishing campaign was completed. The objective of the phishing campaigns are to see how well employees are able to spot phishing emails and deter them from opening the emails, clicking links, opening attachments, or entering data.

107 accounts could have been compromised if this was a real phishing campaign.

This highlights a need for continued user education on methods for identifying potential phishing emails and about risks associated with visiting websites directly from emailed links.

The IT department continues to incorporate more training and campaigns through KnowBe4. Examples are:

- Departmental Phishing Campaigns
- Security Awareness Tuesday (bi-weekly email)

## Chief Hawkins Sworn In for Presidential Commission

Fayetteville Police Chief **Gina Hawkins**

is a sworn Commissioner for the Presidential Commission on Law Enforcement and Administration of Justice. She was in Washington, DC for the special ceremony on January 22, 2020. The Commission is charged with studying issues related to law enforcement and the criminal justice system.



## BLET Graduation

10 Men and women completed Basic Law Enforcement Training with the Fayetteville Police Department. Photo taken Friday January 17, 2020. Top left to right: Guillette, Satterwhite, Franklin, Brooks, Teofilo. Bottom left to right: Allen, Arroyo, Parkinson, Keen, Wilhoit









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## March is National Nutrition Month: Organic Foods

*"The Food you eat can either be the safest and most powerful form of medicine, or the slowest form of poison." – Ann Wigmore*

Whether they are looking to attain a healthier lifestyle, try out something new, or avoid the GMO foods, more and more are venturing into organic foods. There is talk about all the benefits, but what exactly is all the hype about?

Let's start with **what "organic" actually means**. The term refers to the way agricultural products are grown and processed. The specific regulations can vary from country to country. The U.S. Department of Agriculture (USDA) says that organic crops must be grown without the use of synthetic pesticides, bioengineered genes (GMO), petroleum-based fertilizers, and sewage sludge-based fertilizers. This means that farmers can use only natural fertilizers, such as compost, and cannot treat foods with preservatives after harvesting. Foods cannot be altered. The land must be protected. Organic meats and animal products must be raised in a natural habitat with organic feed, clean housing, access to outdoors, and no growth hormones or antibiotics. All of these leads to the two main goals of organic farming: Reduce negative impact on the environment and increase sustainability.

**So why organic?** In general, what we eat can play a huge factor in our overall health. How our food is grown or raised can also have impact, not only on our own health, but also the environment. Here are a few of the top benefits.

- Antioxidant capacity
- No pesticides
- Promotes heart health
- Strengthens immune system
- Improved taste free of carcinogens
- Better for the environment



**But are they really safer and more nutritious?** It has been said that organic food can offer a range of benefits when compared to conventionally grown foods, such as more nutrients and lower levels of toxic chemicals. But in terms of natural toxins, experts believe conventional food could be safer. These are toxins produced by the plants themselves. With little or no pesticides, organic produce has a greater chance of accumulation of these toxins. Over a period of time, the natural pesticides can be as harmful as artificial ones. When it comes to the nutrition, studies show that the advantage is so minuscule that it hardly makes any difference. It is also advised that organic foods should be eaten fresh, and not consumed after being frozen.

You decided to venture into the organic world, but how do you shop for it? Knowing the labels can be very informational. The USDA offers several different organic labels. **100% organic** means that it was grown and processed using approved methods and organic ingredients. **Organic** products contain at least 90% organic ingredients. **Made from organic** products contain at least 75% organic ingredients. You may also see **natural, sustainable, and grass-fed**. The USDA does not define or control these terms and there is no guarantee these products will follow the same standards. Additionally, organic food can often be more expensive. There are actually some produce where the pesticide levels are low enough that buying non-organic is relatively safe. These "clean 15" are:

- |              |                  |
|--------------|------------------|
| • Asparagus  | • Onion          |
| • Avocado    | • Papaya         |
| • Mushrooms  | • Pineapple      |
| • Cabbage    | • Sweet peas     |
| • Sweet corn | • Sweet potatoes |
| • Eggplant   | • Grapefruit     |
| • Kiwi       | • Cantaloupe     |
| • Mango      |                  |



Some other things you can do to keep organic in your budget include shopping at the farmers' market, join a food co-op, buy in season, shop around, and remember that organic doesn't always equal healthy.

Visit [Eat Well Guide](#) to find farmer's markets, organic farms, and grocery co-ops in your area.



**Kristen Biedermann, CHES**  
Wellness Coordinator  
433-1645

### Join the FayFit Facebook Group!

Find fitness advice and friends on the **FayFit Facebook** page. You'll see workouts, event notifications and more. Visit [facebook.com/groups/fayfit](https://facebook.com/groups/fayfit) and a request to join the group.



## Fire Department Passes 9,000 Facebook Likes



The Fayetteville Fire Department passed the 9,000 likes mark in the month of January. Over the last year and half, staff have ramped up the use of social media and posts on a regular basis. Recently, one of our most popular Facebook posts was that which showed Station 7 rescuing and reviving a puppy at a house fire.

## Zero Fire Fatalities in 2019



The City's Fire Department announced there were zero fire fatalities in the year 2019.

Firefighters responded to more than 29,000 calls for service last year; nearly 400 of those were structure fires. The Fayetteville Fire Department has the best possible rating with the Insurance Service Office. It is rated Class One. This rating describes how well a fire department can protect the community.

## FAST 2019 Employee of the Year



**James Caldwell, Transit Operator II**

### Special Recognition:

Caldwell received the Employee of the Year Award and a reserved parking space in the front of the FAST Center on Franklin Street. Caldwell's peers admire his dedication and loyalty to FAST.

### Compliments from various FAST staff members:

- Mr. Caldwell is here every day at least an hour or two before his scheduled shift just in case he is needed to fill-in.
- He is very knowledgeable of all the routes and his customers absolutely love him.
- He always has a smile on his face and is always there to lend a helping hand whenever and wherever.
- Mr. Caldwell is a true example of the City's Standard of R.E.S.P.E.C.T.

*"Caldwell's work ethic is one of the two best I have seen, in my 36 years of management career"*  
– Tony Means, FAST Operations Superintendent

**Caldwell's assigned Routes:** 7 & 19

### FAST Employee of the Year Award Criteria:

- No disciplinary actions
- Perfect Attendance (No unscheduled absences, late or leave early)
- No valid customer complaints
- No preventable accidents/incidents/injuries
- Superintendent Award Recipient

### Who Qualifies:

- Administration
- Maintenance
- Fixed Route
- Paratransit





## Airport Receives SIA Awards



Fayetteville Regional Airport received Silver at the Service Industry Advertising Awards (SIA). The honors highlight advertising excellence from service industry providers. A panel of judges rated entries from across the nation in multiple categories. More than 1,600 entries were received in this year's competition.

## Airport Honorable Mentions

Fayetteville Regional Airport received honorable mentions for print and video advertisements at the MARCOM Awards. MARCOM Awards honor excellence in marketing and communications. The awards are administered by the Association of Marketing and Communication Professionals.



## Whited Retiring After Nearly 25 Years of Service

Airport Director **Bradley S. Whited** is retiring after nearly 25 years with the City of Fayetteville. During Brad's tenure, a significant number of capital improvement projects were completed in landside, terminal, and airside areas. Most recent was Terminal Renovations Phase I, which included the construction of a new concourse. Whether serving as an Instructor at Fayetteville State University, President of the North Carolina Airports Association, or Fayetteville's Airport Director, Brad's reputation for attention to detail will leave an indelible mark on all. According to Deputy Airport Director Dr. Toney Coleman, "Every facet of the Fayetteville Regional Airport will reflect 'a touch of Brad' for years to come", Airport Marketing Specialist Allison Rogers said.



## Barbara Hill Retires from City

Human Resource Development Director **Barbara Hill** retired March 1, 2020 after serving five years with the City of Fayetteville. The Human Resource Development Department and others celebrated Hill's achievement with a luncheon. Congrats Barbara!

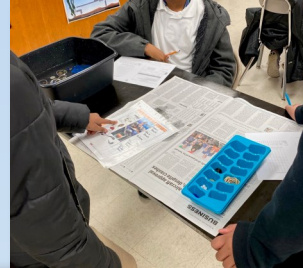


## Grainger Named Airport Employee of the Quarter

**Jack Grainger**, Equipment Operator I

## Stormwater Education

Since January 1, 2020 - Our Stormwater Program has visited 13 local schools. They've reached more than 2,000 people in an effort to promote water quality awareness.



Jack Grainger & Airport Director Bradley Whited

## Mincey Named SONC Coordinator of the Year

A special honor for **Jeremy Mincey**, Fayetteville-Cumberland Parks & Recreation Athletic Program Coordinator:

Mincey was selected as the 2019 Special Olympics North Carolina Coordinator of the Year. "I was very surprised but it's not something I can get on my own," Mincey said about receiving the award. Mincey told FayTV, it's a team effort and he appreciates his staff members and volunteers.

Mincey is responsible for inclusive sports programming for the SONC and our community. A news release from the SONC says, "Mincey is overtly dedicated to his involvement in providing opportunities for athletes competing and training in 13 Olympic-type sports." In his current position, Mincey also organizes fundraisers for SONC and he's raised more than \$33,000.

"We are very pleased to see Jeremy recognized in this way. Not only is it well deserved and speaks highly of his work, but it also speaks volumes for the program and partnerships. FCPR is fortunate to have such a genuine and professional individual on its team," said Parks & Recreation Division Manager James McMillan.



**WASH YOUR  
HANDS WITH  
SOAP & WATER  
FOR AT LEAST  
20 SECONDS**

[FayettevilleNC.gov/covid19](https://FayettevilleNC.gov/covid19)



## United Way Employee Campaign Manager of the Year

We have a 2019 United Way Employee Campaign Manager of the Year. This award is presented to an individual who has taken on this task for the first time which was no small feat, considering she had more than 15 departments to coordinate along with multiple events like Ice Cream Floats and Taco Tuesday. She also recruited businesses to donate prizes for raffles.



**The 2019 Employee Campaign Manager of the Year is:**  
**Tammy Knowles**, City of Fayetteville Fire Department Office Assistant II, Training

## Little Land: BIG Play for Families

In his role as Co-Chair of the Cumberland County Complete Count Committee (5C), Human Relations Director **Dr. Anthony Wade** was one of the volunteers staffing a NC Counts Coalition/Census table on March 7, 2020. It was part of a free event, "Little Land: BIG Play for Families." Census-related information was distributed at the event, which was attended by more than 900 people. Families enjoyed the safe space filled with "lands" where children and adults connected and learned about resources in Fayetteville and Cumberland County. Among organizations supporting the event were the Fayetteville Police and Fire Department. The Partnership for Children of Cumberland County hosted "Little Land" at the Crown Arena.



## Townsend Honored With Fayetteville Observer "40 Under 40 Class of 2020"

The Fayetteville Observer selected IT Solutions Architect **Marcus Townsend** for its "40 Under 40 Class of 2020". The awards recognize business professionals and community leaders. Winners are honored at a gala and featured in the Observer online and print editions.



Townsend has worked for the City for almost 15 years and he's always lived in Fayetteville. Townsend visited the Corporate Communications office to talk about his career and life inspirations.

### Q. What do you enjoy about your job?

**A.** I'm always getting new problems, I'm always learning new things, and I feel like I am still able to give back to the community.

### Q. What are some challenges you face?

**A.** Programming itself is a challenge because it's always changing, our platforms are changing. The problems are often the main challenge.

### Q. How did you get interested in IT?

**A.** I was doing an internship at SFL+A Architects in high school and I wanted to be an Architect. Through working there, I got into graphics and that led me into web design. I found web and programming were my passion, what I enjoyed doing.

### Q. How did you end up working for the City?:

**A.** I was working at a sign shop and the Police Department had an open web position, so that's how I started with the City.

### Q. What skills do you think make a successful IT worker?

**A.** Problem solving, patience, self-starter, & detail oriented

### Q. Any advice for City employees?

**A.** Find things you're passionate about and do them. I find that to be my path to happiness.

### Q. Any role models?

**A.** My mother, she was an entrepreneur in her own right and set an example professionally and she continues to guide me to this day.

### Q. What do you like about Fayetteville?

**A.** There's a community aspect that's grown on me as I've gotten older that I don't think I would really be able to find anywhere else.



**Produced by the City of Fayetteville  
Corporate Communications Department**

**Kevin Arata**, Corporate Communications Director  
**Kenneth Mayner**, Chief Branding Officer  
**Nacarla Webb**, Public Information Specialist

The Fayetteville Frontline employee newsletter is produced quarterly.

If you would like to contribute to the newsletter in the future, please email at [nwebb@ci.fay.nc.us](mailto:nwebb@ci.fay.nc.us).

## New Public Information Specialist

**Nacarla Webb** is a new city employee, serving in the role of Public Information Specialist – Media Relations in



Corporate Communications. She's a former local TV News Producer and a UNC-Chapel Hill alum. She'll handle media requests, write news releases and internal newsletters, among other duties. On the City of Fayetteville's Facebook page you can see a few video projects she's helped produce. If you have ideas for news coverage, please reach out to her: [nwebb@ci.fay.nc.us](mailto:nwebb@ci.fay.nc.us). Welcome Nacarla!

## Staff Participate in PWC Day

City Corporate Communications staff members **Kenneth Mayner**, **Gavin MacRoberts**, and **Nacarla Webb** participated in the 10th edition of PWC Day on March 4, 2020. PWC Day is an educational experience that includes question and answer sessions with Fayetteville Public Works Commission employees and facilities tours.





## Fire Special Recognition



**Battalion Chief  
Michael Autry**  
2019 Officer  
of the Year



**Master Firefighter  
Zachary Wages**  
2019 Firefighter  
of the Year



**Master Firefighter  
Ryan Lockamy**  
2019 Calvin Bishop Rescue  
Responder of the Year

## Fire Department Promotions

**Jason Davis** to Battalion Chief 2/17/2020

**Andrew Hawkins, Daniel Canosa, Joshua Hagen, Gary Schaefer, Shane O'Neal, Chris Woodward, Timothy Tatum, Freddie Brown II, James Murphy, Taylor McCullen** promoted to Lieutenant 1/20/2020



## FayTV Now Streaming to a TV Near You

**Roku** **Apple TV** **amazon fireTV** **androidtv**

The City of Fayetteville is now streaming **FayTV**, its government access channel, on smart TVs and streaming devices. This is one of the first government access channels in North Carolina to be available for viewing on **Roku**, **Fire TV**, **Android TV** and **Apple TV**.

Originally, FayTV content such as city council meetings, news briefs and city produced content could only be seen on cable or on YouTube. As more residents turn to video streaming services to watch TV, the City of Fayetteville took the step to stream on popular streaming devices to ensure residents could still have access to FayTV.

"FayTV plays a vital role in citizen engagement and keeping the community informed," said Kevin Arata, the Corporate Communications Director for the City of Fayetteville. "Not only will we be able to reach more residents with the FayTV livestream, we will also have an increased capability to communicate with residents during an emergency."

To install the FayTV streaming app on Roku, Fire TV, Android TV, and Apple TV, search for the words "FayTV" or "Fayetteville." The new streaming service allows the city to broadcast its FayTV programming in a high definition format direct to residents, as well as provide a more reliable video feed for viewing on the city's website at [www.FayTV.net](http://www.FayTV.net).

## Citizens Academy Public Services Day

The quarterly Fayetteville Citizens Academy was held on March 11, with a focus on several divisions of the City's Public Services Department, including Traffic Services, Street Maintenance, Stormwater and for the first time, Solid Waste. Academy participants had the opportunity to engage in hands-on learning, view equipment, tour facilities and meet the personnel tasked with serving the community.

Citizens Academy class is a one-day session that allows for more residents to attend the quarterly sessions. This format differs from the previous seven-week nightly Citizens Academy held in years past where residents attended all seven sessions.



# WAYS TO ENGAGE WITH YOUR CITY

### DOWNLOAD THE CITY'S MOBILE APP

Residents are encouraged to download the app, which is available for free in the **Apple App Store** for iPhones and **Google Play** for Android devices.

### GET ENGAGED WITH SOCIAL MEDIA

Join the conversation to learn about what the City does each day, and how you can become part of the discussion.



### WATCH FAYTV

FayTV, is available to subscribers of Spectrum Cable and all content is available for viewing on the City's official YouTube channel on-demand.



### SIGN UP FOR THE CITY'S E-NEWSLETTER

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